

Spotlight: Puppy Poo Patrol

Cristina McKay is the founder of Puppy Poo Patrol, LLC. She originally worked as a surgical technologist, but pivoted to becoming a stay-at-home mother, and eventually pivoted to becoming a business owner.

“When the kids got older, I had a lot of free time on my hands and that was when I decided to start Puppy Poo Patrol,” said McKay.

Puppy Poo Patrol mainly provides weekly maintenance for clients, servicing almost 300 yards a week and operating year-round.

“As long as your dogs are pooping, we will be scooping,” said McKay. “Sometimes we’re working from the time it gets light in the morning until the time it gets dark. We go back to their yard, we clean up all the poop for the week, and then we bag it up and throw it in the trash bin. We are huge on making sure gates are locked. We want to make sure we aren’t responsible for letting any dogs out, so that’s a huge priority for us. We also provide Wysiwash, which helps get rid of urine odors, especially on turf.”

McKay shared how she views competition in her line of work.

“There have been a lot [of companies] that started after us, and a lot of them fizzled. But there are two that I know of right now that gained traction, and I love it. I’m very aware [of the competition] and it’s exciting to me because it just means that it’s a service that people are using and it just shows good growth potential for *all* of us in the future.”

Puppy Poo Patrol celebrated their six-year anniversary on March 14th, and McKay shared how she was able to grow her business.

“I got my first client and she really helped me with a lot of word-of-mouth. Of course, Down River and Friends, the group on Facebook, really helps with word-of-mouth as well.”

Surprisingly, they were able to grow the biggest over the COVID-19 pandemic, being able to operate as an essential business under the “waste management” category.

“So a lot of people were staying home and enjoying their backyards and realizing there was a poop problem back there, and so we really grew the biggest then. We got through COVID, and from there, it’s just done steady growth every year,” McKay shared.

As far as future plans go, McKay shared that Puppy Poo Patrol plans to expand their team by next spring, hiring more technicians and adding a new truck.

Outside of Puppy Poo Patrol, McKay is a self-published author and has released a children's book.